GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4056
ANSWERED ON:10.08.2016
Cancellation of Tickets
Singh Shri Lallu

Will the Minister of RAILWAYS be pleased to state:

(a) whether the refund cannot be taken on the cancellation of confirm tickets if less than 4 hours are left for departure of the train;
(b) if so, the details of the passengers who could not travel on confirm tickets after the introduction of this scheme and whether reservation for other passengers are made against such vacant berths seats; and
(c) if so, the justification of the obligation of time limit of less than 4 hours when high end technology is available and the passengers in the waiting list are also there?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (c): A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF UNSTARRED QUESTION NO. 4056 BY SHRI LALLU SINGH TO BE ANSWERED IN LOK SABHA ON 10.08.2016 REGARDING CANCELLATION OF TICKETS

(a): Yes, Madam.
(b): No such data is maintained. The berths falling vacant on account of non-turned up passengers are allotted to RAC passengers in the train as per prescribed guidelines.
(c): With effect from 12.11.2015, certain provisions of Railway Passengers (Cancellation of tickets and refund of fare) Rules have been amended and comprehensive Railway Passengers (Cancellation of tickets and refund of fare) Rules 2015 have been notified through Gazette Notification G.S.R. 836(E). dated 04.11.2015.
The reasons for making the changes are to provide benefit to the passengers as well as check misuse of refund rules by unscrupulous elements as detailed below:
(A) Benefits to Passengers:
(i) Passengers are able to know the final status of their ticket at least 4 hours in advance of the scheduled train departure time.

(ii) In case there is no RAC/Waitlist in the train, the berths released due to cancellation become available for booking to passengers before the actual departure of the train through internet as well as on the PRS counters at the station.

(iii) Passengers at enroute stations can get available accommodation through the system even after departure of the train from the originating station.

(iv) Automatic refund of e-tickets for cancelled trains has been provided without requirement for filing of ticket deposit receipt.

(v) The revised rules will catalyse facility of Mobile ticketing (for PRS tickets) as well as issue of paperless tickets.

(vi) Touting activities/speculative booking by selling of berths at a premium at last minute to gullible passengers has been discouraged since no refund on confirmed ticket is permissible after four hours in advance of the scheduled departure of the train.
(B) Benefits to Railway:

(i) Berths going vacant on account of last minute cancellations and after departure of the train are now eliminated.
(ii) Vacant berths generated on account of cancellations are allotted through the system in a transparent manner.
(iii) Bogus claims for refunds after travel get eliminated since refunds after departure of the train are not permissible.
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